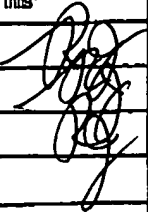
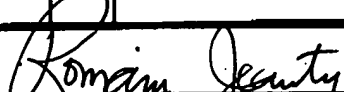


INFORMATION DISCLOSURE STATEMENT BY APPLICANT			Application Number		10/002,740			
			Filing Date		November 2, 2001			
			First Named Inventor		Toshio UENO			
			Group Art Unit		3623			
			Examiner Name		Tamara L. Graysay			
Sheet	1	of	1	Attorney Docket Number		01704/LH		
U.S. PATENT DOCUMENTS								
Exam. Init ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
		5,197,005	A	SHWARTZ et al	03-23-1993			
		5,446,883	A	KIRKBRIDE et al	08-29-1995			
		6,766,320	B1	WANG et al	07-20-2004			
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Exam Init ¹	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature						Date Considered	1-20-06	

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,740		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3623		
				Examiner Name		Tamara L. Grayson		
Sheet	1	of	2	Attorney Docket Number		01704/LH		
U.S. PATENT DOCUMENTS								
Exam. Init ¹	Cite No ²	Document Number	Kind Code ³	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
RJ		5819272	A	Benson, Max L.	10-06-1998			
		6487560	B1	LaRue et al.	11-26-2002			
		6694335	B1	Hopmann et al.	02-17-2004			
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FOREIGN PATENT DOCUMENTS								
Exam. Init ¹	Cite No ²	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
RJ		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS	01-11-2001		
		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature	Romain Janty				Date Considered	1-20-05		

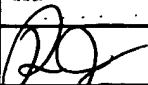
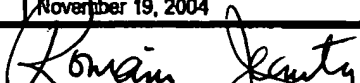
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PTO/SB/088

INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number		10/002,740			
		Filing Date		November 2, 2001			
		First Named Inventor		Toshio UENO			
		Group Art Unit		3623			
		Examiner Name		Tamara L. Graysay			
Sheet	2	of	2	Attorney Docket Number		01704/LH	
NON PATENT LITERATURE DOCUMENTS							
Exam Init's	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.					T ²
		Communication pursuant to Article 96(2) EPC issued in European Application No. 02 770 188.7-2221 on November 19, 2004					
Examiner Signature				Date Considered	1-20-06		

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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,740		
		Filing Date	November 2, 2001		
		First Named Inventor	Toshio UENO		
		Group Art Unit	3623		
		Examiner Name	M. Ishaqullah		
Sheet	1	of	2	Attorney Docket Number	01704/LH

U.S. PATENT DOCUMENTS

Exam. Initials*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
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Exam Initials*	Cite No.	Orfo*	Document Number*	Kind Code*	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T*
			*English Language Abstract only					
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,740		
		Filing Date	November 2, 2001		
		First Named Inventor	Toshio UENO		
		Group Art Unit	3623		
		Examiner Name	M. Irshadullah		
Sheet	2	of	2	Attorney Docket Number	01704/LH
NON PATENT LITERATURE DOCUMENTS					
Exam Init's	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ²
RJ		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 th International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.			
Examiner Signature	Romain Jeanty			Date Considered	1-20-06

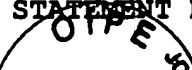
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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number		10/002,740	
		Filing Date		November 2, 2001	
		First Named Inventor		Toshio UENO	
		Group Art Unit		3623	
		Examiner Name		M. Irshadullah	
		Attorney Docket Number		01704/LH	
Sheet	1	of	1		

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Pg Pg		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
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		6,678,764	B2	PARVULESCU et al	01-13-2004	
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Exam Inits ¹	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
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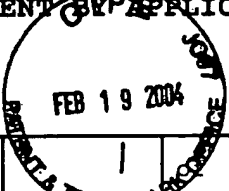
DATE MAILED: **September 23, 2004**

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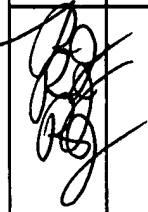
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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	10/002,740
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2152
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Sheet	1	Attorney Docket Number	01704/LH

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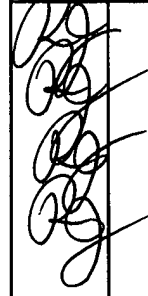
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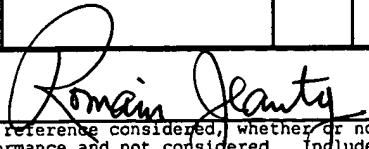
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		EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
		DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		
		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

Examiner Signature



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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,740	
				Filing Date		November 2, 2001	
				First Named Inventor		Toshio UENO	
				Group Art Unit			
				Examiner Name			
Sheet	2	of	2	Attorney Docket Number		01704/LH	
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS							
Examiner Initials ¹	Citation No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published					T ²
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO					
		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO					
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO					
		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO					
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO					
		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO					
Examiner Signature					Date Considered	1-20-06	

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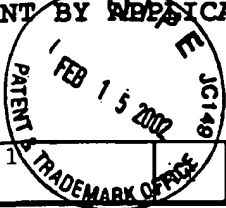
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,740	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit	3623	
		Examiner Name	ROMAIN JEANTY	
Sheet	1	2	Attorney Docket Number	01704/LH



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Exam. Inits [*]	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

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Exam Inits [*]	Cite No ¹	offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Rg		JP	2001-084276	A	K. YUKIHIRO	03-30-2001		0
			*English language Abstract Only					

Examiner Signature	<i>Romain Jeanty</i>	Date Considered	1-20-02
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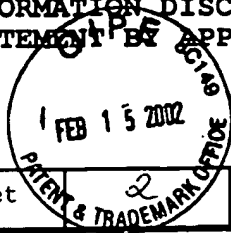
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number		10/00740	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Filing Date		November 2, 2001	
		First Named Inventor		Toshio UENO	
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		Examiner Name			
Sheet	2	of	2	Attorney Docket Number	01704/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS					
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T ²
RJ		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO			
Examiner Signature	Romain Janty		Date Considered	1-20-06	

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